EDINBURGH NAPIER UNIVERSITY

**COMPLAINT FORM CP1**

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| Name  *Bibiana Santos Saorin* |  |
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| Contact Address: *Flat 3, 10 Flaxmill Place. Edinburgh EH6 5QW* | |
|  | Phone No. *07864933600* |
| Email address: *40514474@live.napier.ac.uk* | |
| ***Current students only:-*** |  |
| School: *Napier, Merchiston Campus* Programme: *Web Design and Development* | |
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| Matriculation number: *40514474* | |
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| **COMPLAINT DETAILS:** Please summarise the details of your complaint, give the date(s) of the occasion(s) giving rise to it and attach any evidence that you have to support your complaint:  *First, I want to express my feelings when this Module started. Android Studio, the program we must use to develop the App that was requested, gave me a lot of technical problems. Furthermore, the computing language Java was new for me, as I am coming from college, and we never used it before. I was struggling and feeling very lost, and the attitude of the lecturers, assuming we must have some knowledge, did not help at all.*  *Second, the brief for the Coursework was insufficient. It made the students start asking questions, and Discord was the channel used to get the answer from the lecturers. Discord is not an official channel like Moodle or the university email, so it should not be the only platform to post important information. Some students, including myself, were not using Discord and thanks to other classmates, I was able to know those updates.*  *Finally, the incident that for me is the reason to make this complaint. In class, the lecturer Dr Stefano Cherubin was complaining about the 12 pages report of one of my classmates. After my question: “Are they too many?” His answer was: “What is your fucking point?” followed with: “You are 60 students if, we have to read reports of 20 pages each, is going to be fucking boring”. First, the information on how many pages or word-counting does not appear in the brief of the Coursework. And second, the attitude and the lack of respect from the lecturer, cannot be tolerated at all.*  I have two witnesses, two students that were sitting next to me when that happened. | |

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| Please give details of any matter under the Equality Act 2010 you may wish to raise e.g. disability, ethnicity or gender  *Female* | | |
| **INFORMAL RESOLUTION:** Please give details of the steps you have taken so far to informally resolve your complaint and include the details of individuals contacted and the dates of any meeting(s)  *first, I talked to my personal development tutor. Then, I sent the complaint to complaints@napier.ac.uk* | | |
| **who else have you talked to about your complaint?** | | | |
| Name | Contact Details  (Telephone and email) | Details of their involvement | |
| *David brazier* | *D.Brazier@napier.ac.uk* | *My Programe leader and personal development tutor* | |

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| **RECOURSE and REDRESS:** Please give details of what, in your view, would be a suitable and satisfactory outcome for you as a result of submitting this complaint. *(Please note that completing this section does not guarantee that any suggestions or remedies sought made will be agreed and/or met by University):*  *My intention with this complaint is to avoid that this situation happens with other students in the future. I think it is good for the lecturers to have a friendly approach with the students and enjoy of a relaxed environment. This does not mean that any lecturer or student can disrespect each other.*  *My objective is for the teacher to be made aware of this issue and maybe instructed on how to approach students in the future.*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  If a complaint hearing is held do you wish to bring a friend with you? Yes / No  If yes – please indicate who will accompany you and their capacity\* i.e. fellow student, member of staff, NSA staff:  *Marina Moreno Roman (Fellow student)*  \* a legal professional is not allowed | |
| By lodging my complaint I understand that:   * information may be gathered by members of staff in the University for the purposes of investigating and evaluating my complaint * my name and other relevant information about my complaint may be disclosed to others in the University where it is necessary to do so * the outcome of formal complaints will be recorded and anonymised for the purposes of monitoring and analysing complaints and for statistical reporting to the Academic Board for quality assurance purposes.   Where I have disclosed information above about a protected characteristic for the purposes of the Equality Act 2010 e.g. a disability, my ethnicity or gender, I hereby consent to this information being passed in confidence to other members of staff who require to be advised of it whilst my complaint is being investigated and dealt with. | |
| Signed: *Bibiana Santos Saorin* | Date: *11/04/2022* |
| Please send completed forms and any accompanying documentation to: [**complaints@napier.ac.uk**](mailto:complaints@napier.ac.uk)**. If you are unable to email this form, please telephone 0131 455 2396.** | |